



*A newsletter for the customers of Rochester Telemessaging Center*

## Healthy...

**T**he most common form of skin cancer – basil cell – usually begins as a pink spot. Over 2.8 Million cases are reported in the US every year. Be sure to use sun screen.



## Wealthy...

**B**anks are beginning to offer no (or low) interest credit card rate plans to consumers who transfer balances from other banks. Read the fine print, it might make sense for you, IF you resist the temptation to charge the original card right back up.

## ...and Wise

**S**oon the beginning of the giving season will start. The top 5 items needed at any food pantry are...

- Peanut butter
- Pasta
- Cereal
- Soup
- Canned fruit and vegetables

AND one of the most needed items at any food pantry is diapers! Some low-income parents try to make one diaper last all day. Next time you donate food be sure to add some diapers; even a small package could help a new mother.

## Reputable - rep·u·ta·ble - To be held in high regard

**A** recent poll asked Americans to list the companies that they felt were the most reputable. Kellogg's came in first followed by Lego and Fruit of the Loom. Such dissimilar companies; yet most of us would nod our heads in agreement. Rice Krispies have been on our breakfast tables since 1928. Legos, introduced in 1949, passed Ferrari as the "World's Most Powerful Brand" in February 2015. Fruit of the Loom dates back to 1851 and employs 32,000 people worldwide. We trust those brands; they are consistent in their presentation and their quality. Most of us don't conduct business on a worldwide scale, but in our own neighborhoods we want our companies to be synonymous with quality.

We want to be trusted and recommended. We want our company name to mean something – something good to those who hear it. We need to stand for several "abilities" to meet those goals. Responsibility, Dependability, Reliability and Accountability. We need to be as conscientious and "present" after the sale as we are before the sale. Having a person available to answer the phone and let customers (current and potential) know we are there for them 24/7 raises their regard for us.

Some clients don't NEED our services during the off hours, but hearing a person's voice when they call, having someone take a message and explain what to expect and when they will get a call back, goes a long way toward establishing a company as reputable, one that can be trusted to take care of the caller's needs.

## Data Hogs

**S**mart Phone users are opening their phone bills and recoiling in shock; exceeding the data usage allowed is COSTLY! And there are no refunds because we didn't know it was happening. What is causing this phenomenon? All the great apps available to us! The temptation and the ease of use makes everything so seductive, we just have to try it – and we're hooked. The following data hogs may be driving your bills up.

- Facebook- (Google + and Twitter) just checking once uses 5 – 10MB
- Uploading images in Facebook / Face Time, Periscope, Skype, You Tube, iTunes, Pinterest
- Google Maps – 4 searches take approximately 600K
- Netflix, streaming video music and TV shows – a half hour show can take 750MB
- Photo Apps, like Tumblr and Instagram – sending 1 photo via iMessage can use 1.MB
- Radio streaming and gaming use about 50 to 70 per hour
- Other culprits are your GPS, Siri (etc), App updates running in the background and more

### To lower your usage:

- Make sure you've set up your Home Wi-Fi network so you can tap into your home ADSL/ Cable internet rather than using your mobile data
- Download and upload large files to and from the smartphone using a USB to a computer
- Check email via a webmail interface and delete large attachments (such as videos/ pictures) from friends before downloading them to your phone.
- Facebook Users - turn off the "auto play" setting in your phone or change it to Wi-Fi only.

- (The iPhone default is for this to be "On" – eating data)
- Monitor your own usage on a regular basis. Android has monitoring functionality built in. Use an app for the iPhones.

With a little diligence you will have your usage back in line.



### **Our Services Include**

- Answering Service
- Appointment Scheduling
- Attendance Line
- Call Overflow
- Call Screening
- Customer Service/Help Desk
- Dealer Locate
- Emergency Service Dispatch
- Inbound Surveys
- Membership Renewal
- Product Orders/Service Orders
- Remote Receptionist
- Voice Mail
- Website Orders

### **Rochester Telemessaging Center**

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Rochester Hills, MI  
48306-4369

### **Phone Numbers**

248-651-9181      Local  
800-462-3550      Toll Free

### **E-mail**

info@rtcenter.com

### **Website**

rtcenter.com

### **On-Call info can be sent to**

248-651-9181      Office  
248-651-2129      Fax  
info@rtcenter.com      e-mail

### **Customer Care Contact**

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info@rtcenter.com      e-mail

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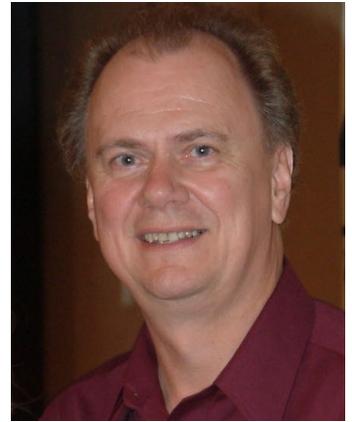
Refer a new client and receive a



## The President's Letter

Dear Friends,

The month of witches and goblins, and small children in (hopefully) reflective costumes running through neighborhoods, is upon us. But October is also Breast Cancer Awareness Month - a time for us to be reminded to have check-ups and to give as we are able to find a cure for this devastating disease. It is a time for us to rejoice because only a few years ago this diagnosis would have been a death sentence. Today we are hearing more and more success stories, woman (and men) are living 5 – 10 – 15 and more years without a recurrence of breast cancer, and they have every expectation of living a long and healthy life. This change in scope is due to the hundreds of thousands of people who have supported and helped fund research to find a cure. We are closer than ever and together we can make the difference that will make this eradicate this ugly disease once and for all.



At every turn we are asked to give to this cause, or that, and there are so many worthy crusades to join. The Heart Association, Breast Cancer, Autism, the list goes on. I urge you to choose one and work to help make a difference. Be sure to check into the background of the charity you select. Some are far better than others at making good use of the donations they receive. You will want to join a team that respects the money and the time of their volunteers. Go to [www.charitynavigator.org](http://www.charitynavigator.org) to check the reputation of the organization you are interested in assisting. No amount of help is too small to matter. Together we will win battles and make a difference.

Sincerely,

*Herb Chinoski*

## Lower Your Costs by Changing Your Own On-Call

More and more clients are choosing to maintain their own company on-call schedule here at your service. There are several advantages to doing this. Make your on-call changes fast and from any location. No more calls, emails or faxes with on-call information to send to our supervisors. It's faster to make the changes yourself than to wait for a supervisor to make them for you, saving time – and money. All the time spent in our portal is at no cost. Having a supervisor review your schedule and make changes is billable time.

Simply go onto the Rochester Telemessaging website and click on the portal. Enter your codes and select the on-call calendar. It's that easy.

Changes can be made at anytime and anywhere. So handy for those last minute changes when someone calls out sick or needs to switch the on-call for the weekend. Once you save the change, it instantly updates the schedule at our end.

The feature often pays for itself and may even save you money. In addition you can VIEW messages (archived for 6 months) and your account profile to be sure your employee list is updated and your instructions are accurate.

When you have access to your On-Call Calendar in our system you will always be in charge and you can check the information easily. (Don't worry, access to make changes is limited, so there is little chance to make errors.)

*Want to know more? Contact our customer care department today at 248-651-9181!*



## Life in 25 Words or Less

“The old days were the old days. And they were great days. But now is now.”

*-Comedian Don Rickles*

## Gotta' Giggle

I went to a bookstore and asked the saleswoman,

"Where's the self-help section?"

She said if she told me, it would defeat the purpose.